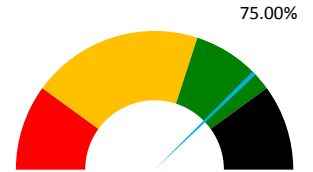


LEARNING IMPACT FOR EMPLOYEES SCORECARD

BASIC INDIVIDUAL REPORT

Employee Information

Staff Name: SAMPLE	Department: Caseworker	Designation: Senior Manager
Project Name: Managing Workplace Environment	Staff Reference: 1	Date of Report: 1/10/2015



Overall Impact Measurement Rating

4.00

75.00%

Black: Excellent	Emerald: Good	Amber: Average	Red: Poor
5.00 ≥ SCORE ≥ 4.20	4.19 ≥ SCORE ≥ 3.40	3.39 ≥ SCORE ≥ 1.80	1.79 ≥ SCORE ≥ 1.00

BEING IN CONTROL

4.00

75.00%

There is a high degree of likelihood for the trainee to accept that change is inevitable and adopt it when required. The trainee appears to exhibit an enhanced sense of personal power with a high degree of self-awareness, sense of identity, ability to act independently, ability to exert control over the external environment and increased sense of self-worth.

BEING OPTIMISTIC

4.00

75.00%

Trainee has the desire to know if he/she made progress to eliminate existing self-doubts. The trainee will likely feel more confident about his ability to succeed if continuous encouragement is provided.

ADAPT POSITIVELY TO CHANGE

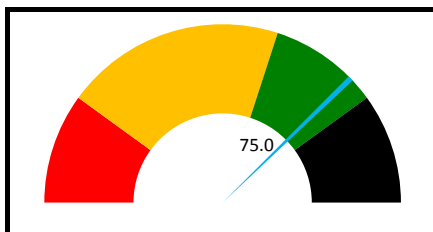
4.00

75.00%

Sometimes low levels of discomfort can arise from changes in the work or personal environment, but the discomfort can be quickly contained and recovered. The trainee can be seen to use different techniques and skills to help adapt quickly to different environments.

TOP 3 STRENGTHS

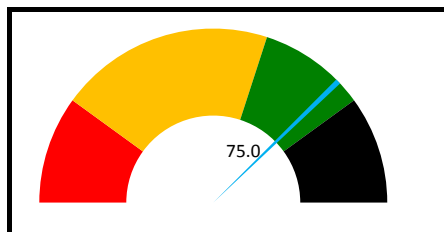
1



#01 PMAM1001

I am able to manage my emotional state and handle stress well.

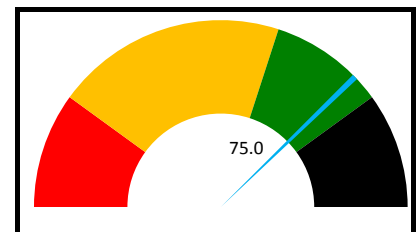
2



#02 PMAM1002

I am open to feedback to help me overcome setbacks and difficulties quickly.

3



#03 PMAM1003

I feel self-confident, appreciate myself and have a healthy concept of who I am.

LEARNING IMPACT FOR EMPLOYEES SCORECARD

COMPREHENSIVE REPORT



Employee Information

Staff Name:	Department:	Designation:
SAMPLE	Caseworker	Senior Manager
Project Name:	Staff Reference:	Date of Report:
Managing Workplace Environment	1	1/10/2015

Overall Impact Measurement Rating	4.00	75.00%
--	-------------	---------------

Black: Excellent	Emerald: Good	Amber: Average	Red: Poor
5.00 ≥ SCORE ≥ 4.20	4.19 ≥ SCORE ≥ 3.40	3.39 ≥ SCORE ≥ 1.80	1.79 ≥ SCORE ≥ 1.00

Trainee has the desire to know if he/she made progress to eliminate existing self-doubts. The trainee will likely feel more confident about his ability to succeed if continuous encouragement is provided. The trainee looks at obstacles as opportunities to develop personal tenacity and learn new skills, but a calm working environment is preferred to prevent work exhaustion. The trainee can remain very focused when executing his/her tasks. When faced with slight adversity, the trainee can remain calm and composed and adapt to challenges. He/she is likely to maintain a positive outlook and has a high level of perseverance. The trainee can adapt to most peers, especially those within their close network. Unless the counterpart has very extreme work and personality styles, the trainee will try to accommodate and adapt for the benefit of alignment and positive outcome. However, sometimes the trainee may need more self-consciousness and management to ensure that by adapting to different styles, his/her true personalities and values will not change because of that. The trainee is likely to embrace a leadership position. He/she has the ability to distinguish personal and professional goals and will often perform the tasks to his/her utmost capability. Even without the necessary resources, the trainee is not likely to give up. Sometimes low levels of discomfort can arise from changes in the work or personal environment, but the discomfort can be quickly contained and recovered. The trainee can be seen to use different techniques and skills to help adapt quickly to different environments. The trainee is likely to turn to someone to help when needed. He/she can relay his/her problems to others quite well. The trainee does not mind receiving feedback from his/her own closed networks or others. Feelings of anger, loss and discouragement do not last long. The trainee is likely to appreciate his/her role in the team or organisation, and is reasonably capable of tackling adversities at work or home. This could be the case where the trainee is supported by a good work environment and peer or supervisor support in daily tasks. Setting realistic goals in accordance to his/her ability and performance level can further increase the trainee's satisfaction level.

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LEARNING IMPACT FOR EMPLOYEES SCORECARD

KEY FOCUS

Employee Information

Staff Name: SAMPLE	Department: Caseworker	Designation: Senior Manager
Project Name: Managing Workplace Environment	Staff Reference: 1	Date of Report: 1/10/2015

COLOUR SCALE



Overall Score:

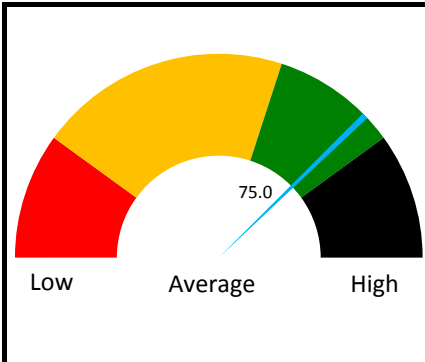
4.00

75.00%

Black: Excellent 5.00 ≥ SCORE ≥ 4.20	Emerald: Good 4.19 ≥ SCORE ≥ 3.40	Amber: Average 3.39 ≥ SCORE ≥ 1.80	Red: Poor 1.79 ≥ SCORE ≥ 1.00
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TOP 3 STRENGTHS

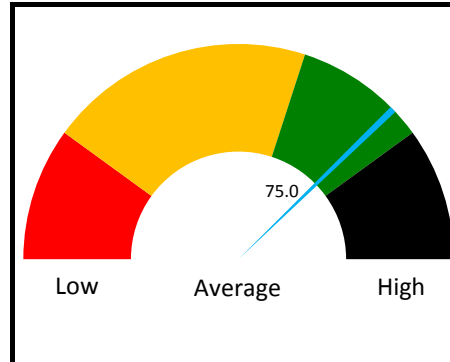
1



#01 PMAM1001

I am able to manage my emotional state and handle stress well.

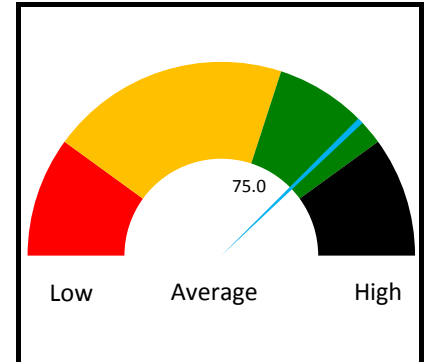
2



#02 PMAM1002

I am open to feedback to help me overcome setbacks and difficulties quickly.

3

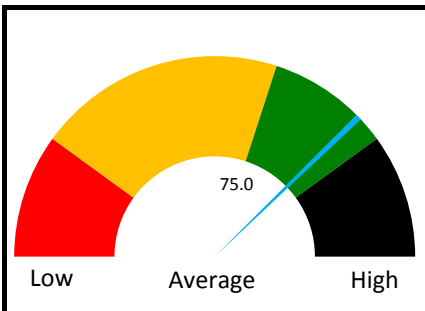


#03 PMAM1003

I feel self-confident, appreciate myself and have a healthy concept of who I am.

3 AREAS OF IMPROVEMENTS

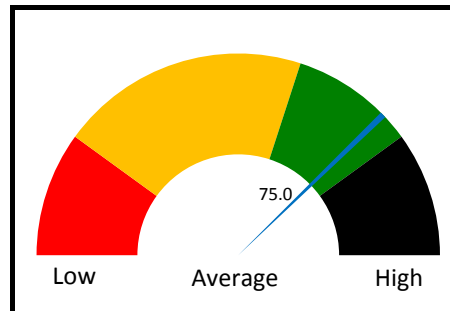
1



#01 PMAM3006

The trainee can adapt to most peers, especially those within their close network. Unless the counterpart has very extreme work and personality styles, the trainee will try to accommodate and adapt for the benefit of alignment and positive outcome. However, sometimes the trainee may need more self-consciousness and management to ensure that by adapting to different styles, his/her true personalities and values will not change because of that.

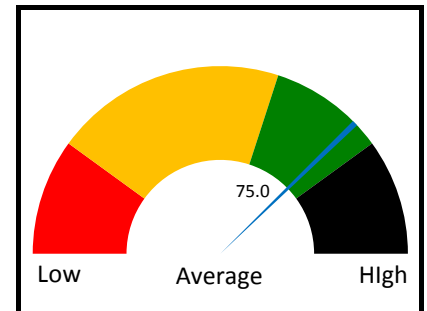
2



#02 PMAM3005

Sometimes low levels of discomfort can arise from changes in the work or personal environment, but the discomfort can be quickly contained and recovered. The trainee can be seen to use different techniques and skills to help adapt quickly to different environments.

3



#03 PMAM3004

The trainee can remain very focused when executing his/her tasks. When faced with slight adversity, the trainee can remain calm and composed and adapt to challenges. He/she is likely to maintain a positive outlook and has a high level of perseverance.

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LEARNING IMPACT FOR EMPLOYEES SCORECARD



Impact Assessment

Employee Information

Staff Name: SAMPLE	Department: Caseworker	Designation: Senior Manager
Project Name: Managing Workplace Environment	Staff Reference: 1	Date of Report: 1/10/2015

COLOUR SCALE

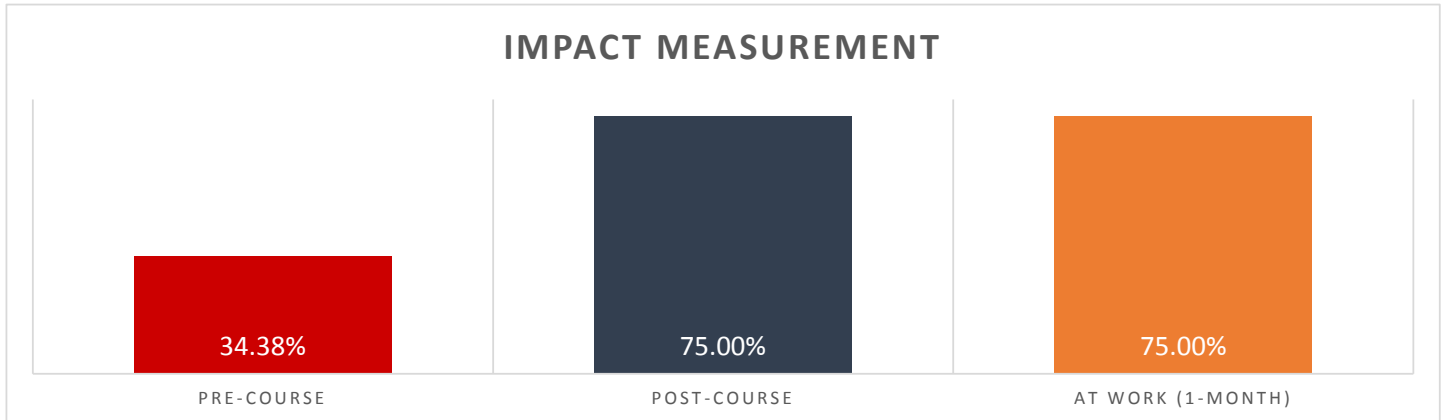


Overall Score:

4.00

75.00%

Black: Excellent 5.00 ≥ SCORE ≥ 4.20	Emerald: Good 4.19 ≥ SCORE ≥ 3.40	Amber: Average 3.39 ≥ SCORE ≥ 1.80	Red: Poor 1.79 ≥ SCORE ≥ 1.00
--	---	--	---



* Perceived gaps in skill-sets that can be further improved.

PRE-TRAINING

34.38%

- I feel the need to learn new techniques to deal with operational challenges at my workplace.
- I would expect this course to provide me the ability to be flexible, open and adaptable to change.
- Currently, my subordinates around me are usually able to separate personal challenges from work-related challenges.
- I would like to learn how to identify opportunities at my workplace and adopt different approaches of tackling them.
- I hope this course on how to deal with crisis at the workplace in a calm, positive and rational manner.

AFTER TRAINING

75.00%

- I am able to manage my emotional state and handle stress well.
- I am open to feedback to help me overcome setbacks and difficulties quickly.
- I feel self-confident, appreciate myself and have a healthy concept of who I am.
- I am often asked to lead groups and projects, and I make sure that all deliverables are achieved.
- I am someone who likes to associate happiness with achievements at work.

AT WORK

75.00%

- I have identified different ways of improving communication at the workplace.
- Having effective communication skills can completely change your working experience and the way others respond to you.
- Within the workplace, I am able to compare the relative strengths and weaknesses of communication based on different individual's preferences.
- I can relate to my organisation's core values and culture.
- I am able to know my limitations when handling conflict either as a direct participant or as a mediator.

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LEARNING IMPACT FOR EMPLOYEES SCORECARD

ESTIMATED ROI OF LEARNING



Employee Information

Staff Name:	Department:	Designation:
SAMPLE	Caseworker	Senior Manager
Project Name:	Staff Reference:	Date of Report:
Managing Workplace Environment	1	1/10/2015

Overall Impact Measurement Rating 4.00 75.00%

Black: Excellent	Emerald: Good	Amber: Average	Red: Poor
5.00 ≥ SCORE ≥ 4.20	4.19 ≥ SCORE ≥ 3.40	3.39 ≥ SCORE ≥ 1.80	1.79 ≥ SCORE ≥ 1.00

Total Cost of Programme Per Pax	\$500.00
Number of Dimensions	3
Number of Variables	9

Effects	Dimensions	Raw Score	Indiv. Wtd Avg	Attribution \$	Attribution %	Ind Rtn \$	Indiv Rtn %
EFFECTS #1: KNOWLEDGE GAINED Post-Training Effects	D1	75.00%	33.33%	\$ 55.56	33%	\$125.00	75%
	D2	75.00%	33.33%	\$ 55.56	33%	\$125.00	75%
	D3	75.00%	33.33%	\$ 55.56	33%	\$125.00	75%
			100.00%	\$ 166.67	100%	\$375.00	225%
EFFECTS #2: KNOWLEDGE APPLIED: At-Work Effects	D1	75.00%	33.33%	\$ 55.56	33%	\$125.00	75%
	D2	75.00%	33.33%	\$ 55.56	33%	\$125.00	75%
	D3	75.00%	33.33%	\$ 55.56	33%	\$125.00	75%
			100.00%	\$ 166.67	100%	\$375.00	225%

Individual Weighted Average: Raw Score / Total Raw Score

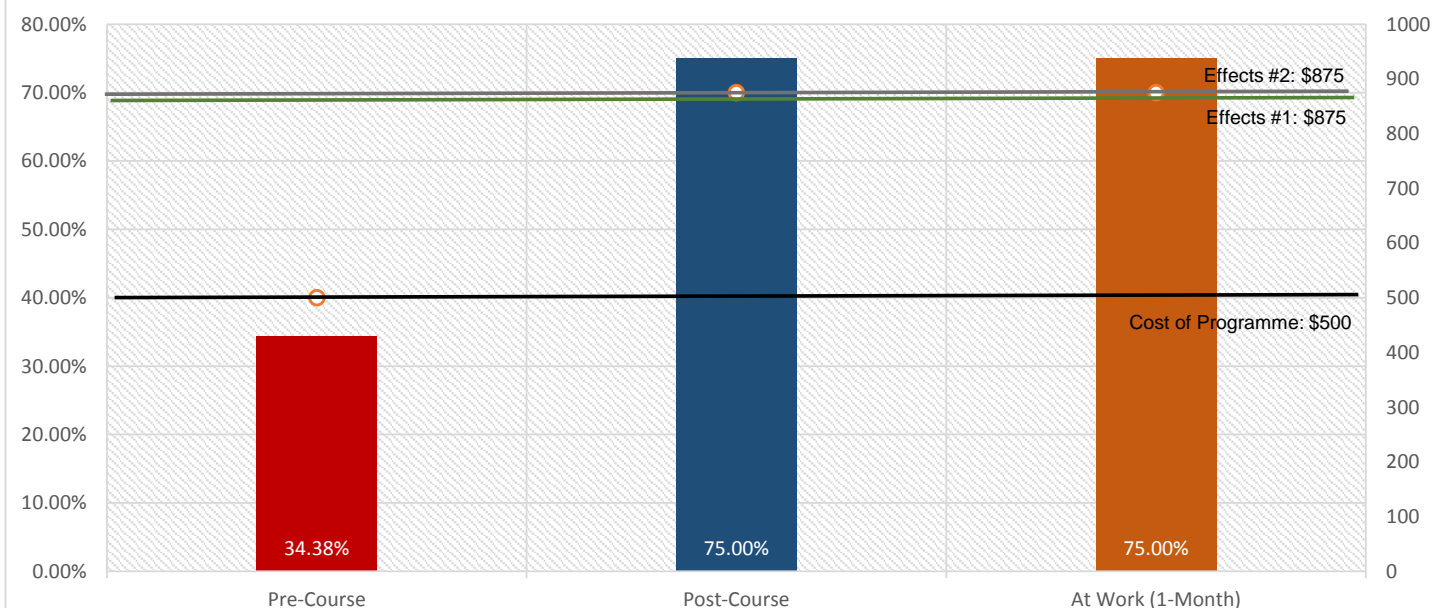
Attribution \$: Cost Per Dimension * Individual Weighted Average

Attribution %: Attribution \$ / Cost Per Dimension

Individual Return \$: Raw Score * (Cost of Programme Per Pax * Number of Dimensions)

Individual Return %: Individual Return \$ / Cost Per Dimension

ROI OF LEARNING



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LEARNING IMPACT FOR EMPLOYEES SCORECARD

TRAINING AND DEVELOPMENT PLAN

Employee Information

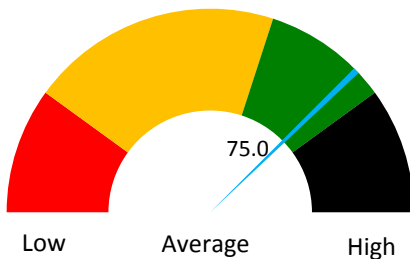
Staff Name: SAMPLE	Department: Caseworker	Designation: Senior Manager
Project Name: Managing Workplace Environment	Staff Reference: 1	Date of Report: 1/10/2015

Overall Impact Measurement Rating

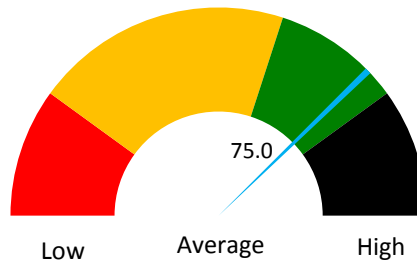
4.00 **75.00%**

Black: Excellent 5.00 ≥ SCORE ≥ 4.20	Emerald: Good 4.19 ≥ SCORE ≥ 3.40	Amber: Average 3.39 ≥ SCORE ≥ 1.80	Red: Poor 1.79 ≥ SCORE ≥ 1.00
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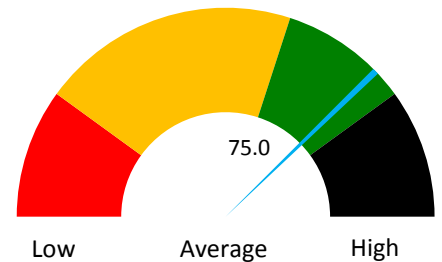
Being in Control



Being Optimistic



Adapt Positively to Change



BEING IN CONTROL

4.00 **75.00%**

SITUATIONAL ANALYSIS:

There is a high degree of likelihood for the trainee to accept that change is inevitable and adopt it when required. The trainee appears to exhibit an enhanced sense of personal power with a high degree of self-awareness, sense of identity, ability to act independently, ability to exert control over the external environment and increased sense of self-worth.

ACTION STEPS:

The trainee has to be mindful of conflict in the workplace. Appearing as too confident will create an unpleasant environment. Avoid criticising the actions of others as finding blame could be detrimental to productivity. It is easy to ignore and not seek confirmation on certain tasks due to over-assurance from past success. It will also be helpful for the trainee to differentiate between overconfidence and arrogance. Encourage the trainee to listen to constructive criticism. The trainee needs to understand that being overbearing could adversely affect efficiency. By learning to appreciate and respect the talents, skills and abilities of others trying to avoid overestimating their accuracy and depth of knowledge about a situation will stimulate workplace harmony. Get the trainee to judge the surroundings in a neutral environment, and you can find out if the trainee leans towards acceptance, negativity or criticism. Encourage them to stop comparing own abilities to others, or to think of others as inferior. The trainee should evaluate himself/herself on their greatest desires using admirable traits as a benchmark. Encourage them to develop a gradual action plan working towards that goal.

LEARNING IMPACT FOR EMPLOYEES SCORECARD

TRAINING AND DEVELOPMENT PLAN

Employee Information

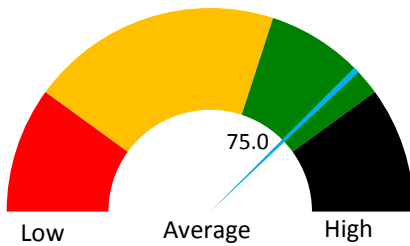
Staff Name: SAMPLE	Department: Caseworker	Designation: Senior Manager
Project Name: Managing Workplace Environment	Staff Reference: 1	Date of Report: 1/10/2015

Overall Impact Measurement Rating

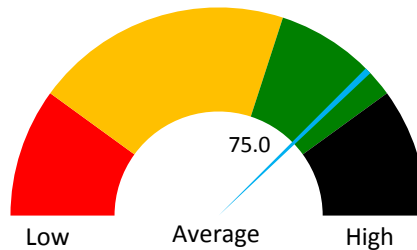
4.00 **75.00%**

Black: Excellent ≥ to 4.17, ≤ to 5.0	Emerald: Good ≥ to 3.41, ≤ to 4.16	Amber: Average ≥ to 1.81, ≤ to 3.40	Red: Poor ≤ 1.80, ≥ to 1.00
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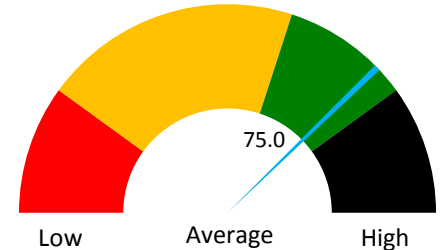
Being in Control



Being Optimistic



Adapt Positively to Change



BEING OPTIMISTIC

4.00 **75.00%**

SITUATIONAL ANALYSIS:

Trainee has the desire to know if he/she made progress to eliminate existing self-doubts. The trainee will likely feel more confident about his ability to succeed if continuous encouragement is provided.

ACTION STEPS:

Make the trainee feel that every task is something meaningful and has a greater purpose. Allow them to take ownership of challenging projects and decide how to complete them. Praise when project is executed well and ensure the trainee knows that some failure is okay if learnt. Consistently share new information to ensure that good decisions are made taking into account all available information. Consider allowing the trainee to serve as a peer mentor to those with residual self-doubts regarding the derivation of enjoyment from the workplace, and consider the potential for leadership opportunities at key points of motivation for the trainee. Advocate the trainee keeps a form of logbook regarding personal accomplishments and difficulties in the workplace to serve as insight for the managerial team. As a trainee who derives high interest in workplace contribution, it will likely serve as a more 'open book' for feedback that others may be hesitant to bring up. Track the trainee's personal development throughout this logbook, and encourage him/her to relay those experiences to other team members as examples of personal development that is possible in the workplace.

LEARNING IMPACT FOR EMPLOYEES SCORECARD

TRAINING AND DEVELOPMENT PLAN

Employee Information

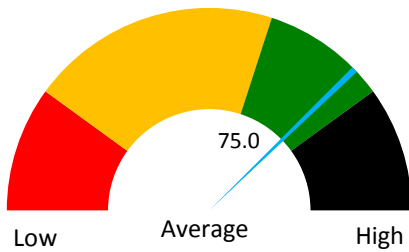
Staff Name: SAMPLE	Department: Caseworker	Designation: Senior Manager
Project Name: Managing Workplace Environment	Staff Reference: 1	Date of Report: 1/10/2015

Overall Impact Measurement Rating

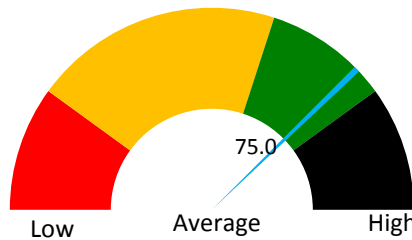
4.00 **75.00%**

Black: Excellent ≥ to 4.17, ≤ to 5.0	Emerald: Good ≥ to 3.41, ≤ 4.16	Amber: Average ≥ to 1.81, ≤ 3.40	Red: Poor ≤ 1.80, ≥ to 1.00
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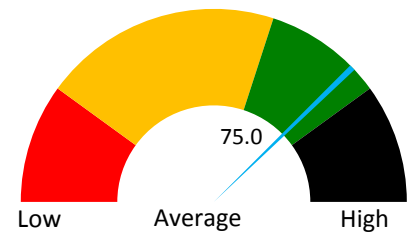
Being in Control



Being Optimistic



Adapt Positively to Change



ADAPT POSITIVELY TO CHANGE

4.00 **75.00%**

SITUATIONAL ANALYSIS:

Sometimes low levels of discomfort can arise from changes in the work or personal environment, but the discomfort can be quickly contained and recovered. The trainee can be seen to use different techniques and skills to help adapt quickly to different environments.

ACTION STEPS:

Find out the best and fastest approach for the trainee to contain discomforts and negative emotions felt during changes. Set smart goals so the trainee can consciously guide the change. Smart goal setting helps to decide how to make the change happen and to recognize successes. Write down targeted goals and specific plans to meet them. Foster a culture of continuous innovation and ingenuity to solve problems and adapt to changes so that the trainee can practice using various techniques and skills to adapt to changes. Reinforce that employees can influence events that affect their work and lives so that they can be more engaged, committed and act in positive ways associated with resilience. Encourage the trainee to both seek and offer support in times of turbulence and change. By allowing the trainee to serve as a peer mentor, significant lessons may be learned in accordance with senior supervisory staff.